

S/N 10/015,250



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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| Applicant: | John Ruckart | Examiner: | James Kramer |
| Serial No.: | 10/015,250 | Group Art Unit: | 3627 |
| Filed: | December 12, 2001 | Docket No.: | 60027.0317US01/BS01253 |
| Title: | Methods and Systems for Communicating with Customers | | |

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence and the paper(s), as described herein, are being deposited in the United States Postal Service, as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450, on June 1, 2005.

By: 

Roger T. Frost
Reg. No. 22,176

THIRD RESPONSE

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Responsive to the Office Action dated March 25, 2005 in the patent application identified above, please enter the following amendments and reconsider that application in view of the appended remarks.

Amendments to the Claims are reflected in the listing of claims that begins on page 2 of this paper.

Remarks begin on page 8 of this paper.